

STATE OF MICHIGAN  
DEPARTMENT OF LICENSING AND REGULATORY AFFAIRS  
OFFICE OF FINANCIAL AND INSURANCE REGULATION

Before the Commissioner of Financial and Insurance Regulation

In the matter of:

Office of Financial  
and Insurance Regulation,

Petitioner

Docket No. 12-000872

Agency No. 12-880-L

Enforcement Case No. 12-11497

v

American Medical  
and Life Insurance Company,

Respondent

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CONSENT ORDER AND STIPULATION

Issued and entered,  
on Nov 27, 2012,  
by Annette E. Flood  
Chief Deputy Commissioner

I.

FINDINGS OF FACT AND CONCLUSIONS OF LAW

1. Whereas, the Commissioner of the Office of Financial and Insurance Regulation pursuant to the authority granted under the Michigan Insurance Code (Code) MCL 500.100 *et seq.*, initiated an investigation of American Medical and Life Insurance Company (Respondent or AMLI); and
2. Whereas, on the basis of that investigation, the Chief Deputy Commissioner concluded that Respondent violated the Code by engaging in violations cited herein; and
3. Whereas, On March 23, 2012, the Commissioner of the Office of Financial and Insurance Regulation issued an Order of Summary Suspension (Order), Opportunity for Hearing and Notice of Intent to Revoke Respondent's certificate of authority. The Suspension Order was issued pursuant to Sections 436 and 437 of the Code, MCL 500.436 and MCL 500.437, and the Administrative Procedures Act (APA), MCL 24.201 *et seq.* (APA); and

4. Whereas, on or about March 27, 2012, the Order was mailed to Respondent via certified mail to Respondent's last known address; and
5. Whereas, Respondent received the Order on or about April 2, 2012; and
6. Whereas, on or about April 23, 2012, Respondent requested a hearing to contest the Order; and
7. Whereas, OFIR and Respondent have conferred for purposes of resolving this matter and have agreed that it is in the parties' best interest to resolve this matter pursuant to the terms set forth below.

NOW, THEREFORE, the Chief Deputy Commissioner finds:

1. On or about August 2, 2011, the Office of Financial and Insurance Regulation (OFIR) issued a Notice of Opportunity to Show Compliance (NOSC) alleging that Respondent violated various provisions of the Code. Respondent exercised its right to an informal conference pursuant to the APA by meeting with OFIR staff to discuss the violations.
2. After reviewing the file and information provided by Respondent subsequent to the issuance of the NOSC, OFIR determined that Respondent failed to demonstrate compliance with the Code.
3. AMLI is an insurer duly authorized, by a subsisting certificate of authority issued by OFIR, to transact insurance in the state of Michigan, effective July 8, 2008. AMLI offered limited medical benefit products in the state of Michigan. AMLI's current address is 59 Maiden Lane, Suite 510, New York, NY 10038.
4. On June 22, 2006, AMLI entered into a managing general underwriting and administrative services agreement with Crosswalk Holdings Inc. (Crosswalk). According to the agreement, AMLI appointed Crosswalk as its principal agent and representative for the marketing of policies of insurance underwritten by AMLI. Crosswalk was owned, controlled and operated by Kevin Dunn and Richard Dunn.
5. CrossSummit Enterprises Inc. (CSE) was an active, licensed, non-resident producer agency in the state of Michigan with qualifications in Accident and Health, Casualty, Life, and Property. CSE's place of business was 100 Eagle Rock Ave., Suite 121, East Hanover, New Jersey 07936-3149. Richard Dunn and Kevin Dunn are the Chairman and President, respectively of CSE.
6. CSE subsequently assumed the responsibilities of Crosswalk. CSE was an unlicensed insurance producer in Michigan between January 1, 2007, and August 7, 2008. CSE

became a licensed, non-resident producer in the state of Michigan, effective August 8, 2008.

7. On May 22, 2009, OFIR received a complaint and a "Cancel for Cause" notification, pursuant to MCL 500.1208b(1), concerning CSE's violations of the Michigan Insurance Code from \_\_\_\_\_, Vice President of AMLI. AMLI's complaint alleged CSE's involvement in multiple violations of the Insurance Code, including, but not limited to, using unlicensed and unappointed persons to sell insurance, selling unauthorized products, unauthorized settling of claims, failing to report individual insureds and premiums collected, and falsely reporting insurance certificates to AMLI.
8. However, according to OFIR's records, CSE had never been appointed as an agent of AMLI. While \_\_\_\_\_, CSE's Designated Responsible Licensed Producer, was appointed by AMLI between July 28, 2008, and September 1, 2008, \_\_\_\_\_ denies having any affiliation with the selling or administration of any Limited Medical Benefit Products or any other AMLI insurance products, directly for AMLI or indirectly through CSE.
9. Guarantee Trust Life Insurance Company (GTL) is an insurer duly authorized, by a subsisting certificate of authority issued by OFIR, to transact insurance in the state of Michigan. GTL's statutory home office is located at 1275 Milwaukee Avenue, Glenview, IL 60025.
10. On February 8, 2008, AMLI entered into a program manager agreement with GTL. This "fronting carrier" agreement between AMLI and GTL served the purpose of providing CSE a product to sell in states where AMLI was not authorized to sell its insurance products. The GTL product was created to mirror AMLI's insurance products. CSE then marketed policies in Michigan underwritten by AMLI's fronting carrier GTL.
11. According to records provided in 2010 by AMLI, CSE sold a total of 2,812 insurance certificates in Michigan. Neither AMLI nor CSE could identify the individual producers who sold 838 of the insurance certificates sold in Michigan from January 1, 2007, to August 15, 2009.
12. According to records provided by GTL in 2012, CSE sold a total of 2,971 certificates in Michigan. Neither GTL nor CSE could identify the individual producers that sold 708 of the insurance certificates sold in Michigan.
13. According to records independently provided by CSE, AMLI and GTL, each company reported a different number of insurance certificates sold in Michigan by CSE (380, 569 or 433, respectively), and the insurance policies were underwritten by either AMLI or GTL.

14. The Commissioner revoked CSE's insurance producer license on April 12, 2012.
15. Based on information provided by AMLI and GTL in 2010, regarding insurance sold in Michigan, OFIR was able to identify 255 individuals who sold AMLI's or GTL's products in the state of Michigan. OFIR determined the following:
  - a. 21 were both licensed and appointed properly prior to selling in Michigan,
  - b. 40 were properly licensed in Michigan, but were not appointed by either AMLI or GTL,
  - c. 194 were neither licensed in Michigan, nor properly appointed by AMLI or GTL.
16. According to records provided by AMLI to OFIR in 2011, which included certificates sold as late as October 2011, AMLI continued to accept business from unknown and/or unlicensed individuals in the state of Michigan. A number of these individuals did not have appointment with AMLI to sell its products.
17. Subsequent to the termination of its agreement with CSE in August 2008, AMLI entered into agreements (General Agent Administrative Services Agreements) with entities it refers to as "Program Managers." AMLI asserts that these entities and/or individuals were directly involved in the marketing and sales of AMLI products for a number of associations and their members. These entities and/or individuals included: Group Health Plan Administrators, Inc. (GPA), Louis DeLuca (DeLuca), Scott DiTrapani, Gary Karns (Karns) and Oxonia Insurance Agency (Oxonia).
18. GPA is a licensed insurance producer in the state of Michigan, but has never held an appointment with AMLI to sell insurance products on behalf of AMLI. GPA was associated with the marketing of AMLI's products to members of the National Congress of Employers (NCE).
19. DeLuca was never licensed in Michigan or appointed by AMLI. DeLuca was associated with the association known as the Association of Independent Managers (AIM, AIM Health Plans). DeLuca has had regulatory actions taken against him in several states including New York, Texas, California, Utah, and Nebraska, which included the issuances of Cease and Desist orders.
20. Karns is a licensed insurance producer in Michigan and is an appointed agent of AMLI. Karns was associated with the AIM, AIM Health Plans. Karns was suspended for compliance in his home state of Ohio. He has been the subject of regulatory actions in Oklahoma, Virginia and Utah. Utah revoked Karns's insurance producer license.
21. Oxonia is a licensed insurance agent in the state of Michigan. Oxonia has never held an appointment with AMLI to sell its products.

22. AIM is located at 20 Madison Avenue, Valhalla, New York 10595. At all relevant times, AIM was managed and operated by DeLuca and Karns. AIM is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
23. AIM, AIM Healthplans, Inc., DeLuca, and Karns packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the Association for Independent Managers, under the name of AIM Healthplans.
24. Adroit Mutual Benefits LLC (ADMU), last known address is 400 Chisholm Place, Suite 106, Plano, Texas 75075, maintains a website at: [www.admubenefits.com](http://www.admubenefits.com). ADMU is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
25. ADMU packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the Association for Independent Managers (AFIM fka AIM), under the name of Access Plans.
26. FCHCN Insurance Agency, Inc., dba Hife-Health Insurance For Everyone (FirstChoice Healthcare or FirstChoice), located at 333 W. Commercial Blvd., Suite 103, Fort Lauderdale, Florida 33309, is a Michigan licensed, non-resident producer. However, FirstChoice is not appointed by AMLI to sell its insurance products.
27. FirstChoice packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage.
28. As previously stated, GPA is a Michigan licensed, non-resident producer located at 22 Carlisle Drive, Old Brookland, New York 11545. GPA is not appointed by AMLI to sell its insurance products.
29. Scott DiTripani and GPA packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage.
30. The National Insurance Network, Inc. (NIN) is a Michigan licensed, non-resident producer located at 7257 Bee Ridge road, Sarasota, Florida 34241. NIN, however, is not appointed by AMLI to sell its insurance products.
31. NIN packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage.
32. The Insurance Brokers Network (IBN) is located at 1300 Virginia Drive, Suite 315, Fort Washington, PA 19034. IBN is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.

33. IBN packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage and CoreValue Medical Plans.
34. Cinergy Health Inc. 58092, dba Cinergy Health & Life, Inc. (Cinergy), is a Michigan licensed, non-resident producer located at 10251 W. Oakland Park Blvd., Sunrise, Florida 33351. Cinergy, however, is not appointed by AMLI to sell its insurance products.
35. Cinergy packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage.
36. PJP Health Agency, Inc. (PJP) is a Michigan licensed, non-resident producer located at 3 Huntington Quad, Suite 400N, Melville, New York 11747. PJP, however, is not appointed by AMLI to sell its insurance products
37. PJP packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of NCE Advantage.
38. All Aboard Benefits is located at 6162 E. Mockingbird Lane, Suite 104, Dallas, Texas 75214. All Aboard Benefits is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
39. All Aboard Benefits packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to NCE, under the name of All Aboard Benefits.
40. Homeland Healthcare Agency, Inc. (Homeland), aka The Adroit Group, Inc., is a Michigan licensed, non-resident producer located at 825 Market Street, Suite 300, Allen, Texas 75013. Homeland, however, is not appointed by AMLI to sell its insurance products.
41. Homeland packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the \_\_\_\_\_ and the \_\_\_\_\_, under the name of Homeland HealthCare, Essential Access Plans and AWA Gap Plans.
42. Oxonia is a Michigan licensed, non-resident producer located at 8487 W. Commercial Blvd., Tamarac, Florida 33351. As previously stated, Oxonia is not appointed by AMLI to sell its insurance products.

43. Command Financial Group (Command Financial) is located at 1735 Buford Highway, Suites 215 and 202, Cummings, Georgia 30041. Command Financial is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
44. Oxonia and Command Financial packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the Consumer Health Choice Association (CHCA), under the name of SureHealth.
45. Oxonia also packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to CHCA, under the name of Intelicare Health.
46. Bay Insurance Marketing, located at 615 N. Jasmine Ave., #B, Tarpon Springs, Florida 34689, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
47. MedPath Direct, located at 101 Pilgrim Village Drive, Building 101, Suite 200, Cummings, Georgia, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
48. Bay Insurance Marketing, Command Financial, MedPath Direct and MedPathAgents, Inc., packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to CHCA, under the name of MedPath and Affordable Healthcare Plans.
49. Oxonia and Bay Insurance Marketing packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the Consumer Assistance Services Association (CASA), under the name of Command Health Plans.
50. Direct Medical Network Solutions, Inc. (Direct Medical), located in Southlake, Texas, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
51. Lifeguard Benefit Services, Inc. (Lifeguard) located at 4929 W. Royal Lane, Irving, Texas 75063-2746, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products. Lifeguard is owned by The Amacore Group, Inc. (Amacore). Amacore is located at 485 N. Keller Road, Suite 450, Maitland, Florida 32751. Amacore is licensed in Michigan, but not appointed by AMLI to sell its insurance products.
52. Direct Medical, Command Financial, Lifeguard and Amacor, packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to CASA, under the name of DirectMed.

53. Premier Health Plans, Inc. (Premier) is a Michigan licensed, non-resident producer located at 2950 West Cypress Creed Road, Suite 203, Fort Lauderdale, Florida 33309. Premier, however, is not appointed by AMLI to sell its insurance products.
54. Axis Financial Corporation (Axis Financial), located at 262 East Main Street, Rockaway, New Jersey 07866, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
55. Premier and Axis Financial packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to CASA, under the name of Premier Health Plans.
56. Insurance Marketing Concepts, Inc. (Insurance Marketing), located at 4782 W. Commercial Blvd., Tamarac, Florida 33319, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
57. IBN, Insurance Marketing, and Oxonia packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to CASA, under the name of Emed Options.
58. CorpSavers Insurance Agency, Inc. (CorpSavers) and Timothy Patrick Siewert are Michigan licensed, non-resident producers. CorpSavers is located at 6470 E. Johns Crossing, Suite 170, Duluth, Georgia 30097. Neither CorpSavers nor Tim Siewert is appointed by AMLI to sell its insurance products.
59. The Benefit Solutions Group (Benefit Solutions), located at 3948 Legacy Drive, Suite 106, Box 379, Plano, Texas 75023-8300, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
60. The National Better Living Association, Inc. (NBLA), located at 5425 Peachtree Parkway, Norcross, Georgia 30092, is neither licensed in Michigan nor appointed by AMLI to sell its insurance products.
61. CorpSavers, Benefit Solutions, Timothy Patrick Siewert, and the NBLA (direct sell) packaged and marketed a group limited medical benefit health insurance plan in Michigan, issued by AMLI to the NBLA, under the name of NBLA Plans.
62. Based on the foregoing, AMLI allows unappointed agencies and other unlicensed, unappointed marketing entities (Program Managers) to sell its product in the state of Michigan.
63. According to the "AMLI Association Payment Remittance Grid Current" provided to OFIR by AMLI, AMLI has allowed unappointed and/or unlicensed entities to collect premiums, and remit premium, net commissions, to AMLI.

64. On October 25, 2011, OFIR requested that AMLI provide it with a list of its Michigan agents and agencies, as well as copies of the agent/agency contracts. On November 11, 2011, AMLI provided OFIR with contracts for all of the individual agents appointed in Michigan, but according to OFIR records, AMLI has never appointed an agency to market or sell its insurance products in Michigan.
65. In a letter from AMLI dated August 30, 2011, responding to a Michigan consumer complaint, AMLI stated that the complainant, L.E, was covered under a group limited medical benefit insurance certificate underwritten by AMLI from November 1, 2009, through June 30, 2011. The group policyholder was NCE. The certificate holder, L.E, is not a member of NCE, but is a member of the National Association of Political Advocacy (NAPA). NAPA, according to AMLI, is an affiliate of NCE. NCE is, therefore, issuing certificates to non-members. AMLI is allowing the sale of its products to insureds who are not members of the associations that hold the group health policies.
66. On October 25, 2011, OFIR requested that AMLI provide a list of all associations that provide AMLI insurance products to its members. AMLI did not identify NAPA as an association that offers its products to its members. AMLI has not issued a group health policy to NAPA.
67. Section 1240(1) of the Code, MCL 500.1240(1), states, "An insurer or insurance producer shall not pay a commission, service fee, or other valuable consideration to a person for selling, soliciting, or negotiating insurance in this state if that person is required to be licensed under this chapter and is not so licensed."
68. Section 460 of the Code, MCL 500.460, states that, "An insurer authorized to transact business in this state shall not write, place or cause to be written or placed, any policy or contract of insurance in this state, except through an agent duly licensed by the commissioner."
69. Section 1208a(2) of the Code, MCL 500.1208a(2), states in pertinent part, "To appoint a producer as its agent, the appointing insurer shall file, in a format approved by the commissioner, a notice of appointment for the qualifications held by that insurance producer within 15 days from the date the agency contract is executed or the first insurance application is submitted."
70. By engaging in the foregoing conduct, Respondents violated MCL 500.1240(1), MCL 500.460, MCL 500.1208a(2).

## COUNT II

71. During the period of January 1, 2008 and July 8, 2008, AMLI was the beneficiary of insurance business written in Michigan by its program managers, “downline marketers,” and associations through its program manager agreement with GTL.
72. According to the reports received from AMLI, GTL and CSE, AMLI’s group health insurance policies were being sold in Michigan prior to AMLI becoming an authorized insurer in Michigan on July 8, 2008.
73. Respondent knew or had reason to know that Section 402 of the Code, MCL 500.402, states that, “No person shall act as an insurer and no insurer shall issue any policy or otherwise transact insurance in this state except as authorized by a subsisting certificate of authority granted to it by the commissioner pursuant to this code.”
74. Respondent further knew or had reason to know that Section 402a of the Code, MCL 500.402a, states that, “In this state, the following transactions of insurance, whether effected by mail or otherwise, require a certificate of authority:
  - (a) The issuance or delivery of insurance contracts to residents of this state.
  - (b) The solicitation of applications for insurance contracts from residents of this state.
  - (c) The collection of premiums, membership fees, assessments, or other consideration for insurance contracts from residents of this state.
  - (d) The doing or proposing to do any act in substance equivalent to subdivisions (a) to (c).”
75. By engaging in the foregoing conduct, Respondent violated MCL 500.402, and MCL 500.402a

## COUNT III

76. On December 1, 2010, OFIR issued a data call to AMLI requiring that it submit all life, health and annuity insurance policy forms including applications, supplemental applications, certificates of insurance, and specifications or schedule pages that have been utilized by the company from January 1, 2005, through July 31, 2010. AMLI was required to submit this information for review to OFIR no later than April 1, 2011. AMLI did not submit any of the requested forms for review.
77. AMLI sold insurance in Michigan that was not filed and approved by the commissioner as required in Order 10-005-M.

78. Respondent further knew or had reason to know that Section 2236(1) of Code, MCL 500.2236(1), states that, "A basic insurance policy form or annuity contract form shall not be issued or delivered to any person in this state, and an insurance or annuity application form if a written application is required and is to be made a part of the policy or contract, a printed rider or endorsement form or form of renewal certificate, and a group certificate in connection with the policy or contract, shall not be issued or delivered to a person in this state, until a copy of the form is filed with the insurance bureau and approved by the commissioner as conforming with the requirements of this act and not inconsistent with the law. Failure of the commissioner to act within 30 days after submittal constitutes approval. All such forms, except policies of disability insurance as defined in section 3400, shall be plainly printed with type size not less than 8-point unless the commissioner determines that portions of such a form printed with type less than 8-point is not deceptive or misleading."
79. Respondent further knew or had reason to know that Section 3474 of the Code, MCL 500.3474, states that, "No policy of insurance against loss or expense from the sickness, or from the bodily injury or death from accident of the insured, nor any application, rider or endorsement to be used in connection therewith, shall be delivered or issued for delivery to any person in this state, until the classification of risks and any premium rates pertaining thereto have been filed with the department of insurance."
80. Respondent further knew or had reason to know that Section 438(3) of the Code, MCL 500.438(3), states that, "The commissioner may address inquiries to any insurer, in relation to the insurer's activities or conditions, or any matter connected with the insurer's transactions. An insurer so addressed shall promptly reply in writing to each inquiry by the commissioner."
81. Respondent further knew or had reason to know that Section 436 of the Code, MCL 500.436, states in pertinent part, "The commissioner may suspend, revoke, or limit the certificate of authority of an insurer if he or she determines that ... [t]he insurer fails to promptly comply with sections 222 or 438."
82. By engaging in the foregoing conduct, Respondent has violated MCL 500.2236(1), MCL 500.3474, and MCL 500.438(3).

#### COUNT IV

83. AMLI has entered into settlement agreements with at least 5 states for a variety of insurance law violations.
84. According to a 2009 Stipulation Agreement issued by the state of New York, AMLI violated New York insurance laws by engaging in the following conduct:

- a. Issuing a group health insurance policy to an association (NCE) that was not determined to be an association according to minimum standards.
  - b. Using unapproved insurance forms.
  - c. Using unlicensed producers.
  - d. Through its agent, Cinergy Health, Inc., using misleading advertisements, which:
    - i. Used deceptive words and phrases that mislead and deceive.
    - ii. Failed to properly disclose limitations.
    - iii. Failed to disclose benefit ratios.
    - iv. Failed to clearly identify the insurer.
    - v. Failed to maintain a record of advertisements.
85. The state of New York indefinitely suspended AMLI from writing limited medical benefit insurance in the state of New York, and required the company to pay a fine in the amount of \$700,000.
86. According to a 2010 Consent Order issued by the state of Maryland and pursuant to an investigation involving Cinergy Health and NCE, AMLI violated Maryland insurance laws by engaging in the following conduct:
  - a. Issuing a group health policy to an association that was not approved by the commissioner of Maryland.
87. AMLI was fined \$25,000 and required to provide quarterly reports to the state showing evidence of progress concerning implementation and adherence to the New York required corrective action plan.
88. According to a 2010 Order issued by the state of Kentucky, AMLI violated Kentucky insurance laws by engaging in the following conduct:
  - a. Advertising violations: "100% of thirty-one (31) company advertisements reviewed contained violations."
  - b. Using an unauthorized Third Party Administrator.
  - c. Failing to respond to complaints in a timely manner.
89. AMLI was fined \$171,000 and required to pay restitution pursuant to the 2010 Order issued by the state of Kentucky.
90. According to a 2009 Stipulated Agreement and Order issued by the state of Alaska, pursuant to an investigation involving CHCA, Patriot Health Florida, Inc., Intelicare Health and Oxonia Insurance Group, AMLI was found to have violated Alaska insurance laws. The investigation resulted in the identification of fraudulent activities involving AIM, NCE and CHCA. The violations related to the following:
  - a. Unauthorized sale of insurance in Alaska.
  - b. Use of non-compliant policies.
  - c. Failure to promptly pay claims.

- d. Unfair or deceptive practices.
  - e. Use of unlicensed producers.
91. AMLI has also been subject to administrative actions in Nevada, Utah, Florida and Tennessee.
92. AMLI knew or had reason to know that section 436 of the Code, MCL 500.436, in pertinent part states:  
The commissioner may suspend, revoke, or limit the certificate of authority of an insurer if he or she determines that any of the following conditions exists:  
(b) The insurer's condition is such that it is no longer safe, reliable, or entitled to public confidence or is unsound, or the insurer is using financial methods and practices in the conduct of its business that render further transaction of insurance by the insurer in this state hazardous to policyholders, creditors, or the public.  
(c) The insurer's certificate of authority to transact business in its state of domicile, or in the case of an alien insurer, in its state of entry, has been suspended or revoked."  
(h) The insurer has violated any other provision of this act that provides for suspension or revocation of its certificate of authority.
93. Based on all of the abovementioned violations, Respondent has engaged in conduct that indicates that the Respondent is not entitled to public confidence, and is using practices in the conduct of its business that render the further transaction of insurance hazardous to policyholders and the public, and that this action is necessary, appropriate, and in the public interest for the protection of the public health, safety and welfare, and consistent with the purposes fairly intended by public policy and provisions of the Code.

## II. ORDER

NOW, THEREFORE, the Chief Deputy Commissioner finds it to be in the public interest to issue this Final Order, and IT IS HEREBY ORDERED THAT:

1. Respondent violated MCL 500.1240(1), MCL 500.3601, MCL 500.460, MCL 500.1208a(2), MCL 500.402, MCL 500.402a, MCL 500.3606(2), MCL 500.2242(1), MCL 500.2236(1), MCL 500.3474, and MCL 500.438(3) by engaging in the conduct set forth above.

2. Respondent shall cease and desist from violating MCL 500.1240(1), MCL 500.3601, MCL 500.460, MCL 500.1208a(2), MCL 500.402, MCL 500.402a, MCL 500.3606(2), MC 500.2242(1), MCL 500.2236(1), MCL 500.3474, and MCL 500.438(3).
3. AMLI's Certificate of Authority is hereby suspended for a minimum of three (3) years, beginning on the effective date of this Order, and shall continue until AMLI's application to lift the suspension is approved by the Commissioner. During the suspension, AMLI shall cease issuing new contracts of insurance including, but not limited to, group insurance policies and certificates of insurance issued pursuant to group policies in the State of Michigan, and must cease renewing policies of insurance, including but not limited to group insurance policies in the State of Michigan. Any and all policies containing an anniversary date shall cease to continue beyond the anniversary date of the policies of insurance, including but not limited to group insurance policies in the State of Michigan.
4. Three (3) years after the effective date of the Order, AMLI may apply to have the suspension lifted. At the time AMLI applies to have its suspension lifted, AMLI must provide a corrective action plan, which shall include, but is not limited to, adherence to the Michigan Insurance Code, Rules and Regulations of OFIR, compliance with this Consent Order and Stipulation, improved product transparency, billing transparency and collection practices, advertisement controls and sales, distribution methods and the implementation of safeguards to ensure that its insurance producers are properly appointed and licensed. OFIR will conduct a review of the foregoing documents to determine whether AMLI's suspension should be lifted. In the event that OFIR determines that the foregoing information submitted by AMLI fails to demonstrate that AMLI is able to conduct its business in compliance with the law, safeguard the public from misrepresentation or fraud relating to the sale of its products and ensure the licensure and appointment of its producers, AMLI's suspension will remain effect.
5. At the time of its application to lift the suspension, AMLI shall inform OFIR of any other administrative or civil action taken against it in this state or in another jurisdiction subsequent to the issuance of this Order, and provide OFIR with an explanation of the administrative or civil action. AMLI shall provide OFIR with a copy of any Settlement Agreement, Order, Judgment, or Stipulation relating to an administrative or civil action.
6. AMLI agrees to re-open, review and re-adjudicate all claims and complaints, which are the subject of consumer complaints OFIR received between January 1, 2010, and the effective date of this Consent Order, unless AMLI has already re-adjudicated the claim or complaint and resolved it through payment to the consumer. OFIR has furnished a list of the consumer complaints it received to AMLI, a copy of which is attached hereto as Exhibit A. AMLI further agrees to re-open and review all

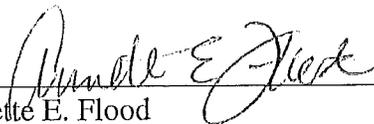
consumer complaints it received from Michigan certificate holders. This review and re-adjudication of claims shall also include the twenty-four complaints AMLI asserts it received from Michigan certificate holders regarding its products. AMLI agrees it shall complete this undertaking within five (5) months of the effective date of the Consent Order.

7. If any of the claims and/or complaints that are the subject of this Order relates to claims from AMLI certificate holders under the Master Policy who reside in the state of Michigan and were originally denied solely due to any pre-existing condition, AMLI shall pay the claim up to the applicable limits as set forth in the certificate of insurance.
8. AMLI shall also, within ten (10) months of the effective date of this Order, re-open, review and adjudicate all claims of all AMLI certificate holders under a Master Policy who reside in the State of Michigan for claims incurred and reported on or after January 1, 2007, that were originally denied and categorized as "No Reason" according to the claims data spreadsheet provided by AMLI to OFIR in November 2011, and in accordance with the terms stated herein. The claims will either be paid or a valid reason for denying the claim will be reported on each claim re-opened, reviewed and adjudicated.
9. AMLI agrees to submit written reports detailing its investigation of the claims, complaints, findings, communications with the consumer, and determinations. As part of its review and re-adjudication of the claims and/or complaints, AMLI shall try and locate the complainants or claimants by utilizing their last known address or any reported forwarding address, last known telephone number or any reported forwarding number, or, if those methods are unsuccessful, conducting a skip trace search.
10. AMLI agrees to review and adjudicate all claims and complaints it receives directly or indirectly from Michigan consumers subsequent to the effective date of the Consent Order. Such review and adjudication shall comply with the terms of this Stipulation and Consent Order. AMLI shall notify OFIR of such claims and complaints, and provide a monthly report to OFIR concerning these claims and complaints. The report shall comply with the reporting requirements set forth in this Stipulation and Consent Order.
11. After AMLI has conducted its review of the claims and complaints, and it is determined that monies are owed to insureds, AMLI agrees to immediately remit monies owed to insureds. AMLI agrees to provide OFIR with detailed reports certified by an officer of the company to be true and correct, confirming the amounts of monies it has paid to consumers on a monthly basis. Such list will be due on the first of each month. Submission of the list will commence on the first day of the first month immediately following this issuance of the attached Consent Order by the

Chief Deputy Commissioner. This report will include the policyholder's name, policy number, addresses, effective date of policy, claims paid, and a date paid.

12. AMLI will cooperate fully with OFIR in the ongoing investigation of sales and distribution of AMLI's products through current and past distribution networks.

IT IS SO ORDERED:

By:   
Annette E. Flood  
Chief Deputy Commissioner  
Office of Financial and Insurance

### III. STIPULATION

1. AMLI has read and understands the Consent Order above. AMLI agrees that the Chief Deputy Commissioner has jurisdiction and authority to issue this Consent Order pursuant to the Michigan Insurance Code. AMLI waives the right to a hearing in this matter if this Consent Order is issued. AMLI understands that the Consent Order and Stipulation will be presented to the Chief Deputy Commissioner for approval and the Chief Deputy Commissioner may or may not issue this Consent Order. AMLI waives any objection to the Commissioner deciding this case following a hearing in the event the Consent Order is not approved.
2. AMLI neither admits nor denies the Findings of Fact and Conclusions of Law set forth in the above Consent Order. AMLI agrees to the entry of the Consent Order. AMLI further agrees to comply with the Consent Order and Stipulation.
3. Within six months of the date of the Order, AMLI agrees to pay a market conduct fee in the amount of \$100,000.
4. AMLI agrees to refrain from taking any action, publicly or privately, creating the impression that the violations are without factual basis and further agrees that failure to comply with this prohibition constitutes a material default of this Order.

American Medical and Life Insurance Company

Dated: 11/15/12

  
By: Frank J. Prudente  
Its: CEO

The Office of Financial and Insurance Regulation staff approves this stipulation and recommends that the Chief Deputy Commissioner issue the above Consent Order.

Dated: 11/20/2012

  
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Marlon F. Roberts  
Staff Attorney